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# Resolve FIS certificate issues

# Quick Reference Guide (QRG)

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Issue 01 - 15<sup>th</sup> October 2019



lcons

# Icons used in this QRG



Paragraphs with this icon attached contain information that requires special focus and care taking.



This icon indicates areas that may cause concern.





#### **Standard Content**

Overview → What do you need to know?

O2 System Flow → What needs to be done?

03 Support → Who can help?

O4 Change History → What has been changed?



# O 1 Overview





#### **Definition**

#### **Federated Identity Service (FIS)**

Exostar's Federated Identity Service (FIS) is a comprehensive PKI solution that enables full lifecycle management of certificates, strong authentication practices and controlled access to applications through Exostar's Managed Access Gateway (MAG).





#### **Problem Statement**

In order to access SAP Sourcing from an external computer, an Exostar FIS certificate needs to be used for login.



If **no FIS certificate** is used, the **link to SAP Sourcing is not visible** to the end user.



Sian on to SAP Sourcina U.S. Server





 $\bigcup_{i=1}^{n}$ 

# **System Flow**

Potential Root Causes Root Cause 1 – GSP Log In Root Cause 2 – Validity of FIS Certificate Root Cause 3 – Installation of FIS Certificate Root Cause 4 – Advanced Login Option





Potential Root Causes

There are a number of **potential root causes for this FIS issue**, please follow the **check list below** to get this resolved:

GSP Log In Are you logged in to the Global Supplier Portal (GSP)? Validity of FIS Certificate Is your FIS certificate still valid in Exostar?

> Installation of FIS Certificate Is your FIS certificate installed on your computer?

Advanced Login Option Do you use the advance login options?





Are you logged in to the Global Supplier Portal (GSP)?

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# Root Cause 1 – GSP Log In



If the **LOGIN** button is visible you are <u>not</u> logged in to the GSP. Please press **LOGIN**.







**GSP Log In** Are you logged in to the Global Supplier Portal (GSP)?

Validity of FIS Certificate Is your FIS certificate still valid in Exostar?

Installation of FIS Certificate Is your FIS certificate installed on your computer?

#### Advanced Login Option Do you use the advance login options?





Is your FIS certificate still valid in Exostar?



# **Root Cause 2 – Validity of FIS Certificate 1/5**

Home	My Account	Provider Administrati	on Reports	Adoption	
My Applications		Legend	: ✔ Active 🛕 Action	Required 🕕 Acc	cess Pending 🗙 Access Suspended
Company-	Application	Status			Announcements
Boeing Boeing	Portal	Inactive <u>Request Acc</u>	255		
Supply (BSCP)	Chain Platform - Bo	eing Inactive <u>Request Acc</u>	255		
Supply SCMP	Chain Platform - Boo	Pending Acc Acceptance by O View Adminis	eptance of Terms & Co Organization Administrator m Itrator(s)	nditions equired	
Exostar Federa	LLC ated Identity Service (	FIS) Active Basic Softwa	are Identity-Certificate e	expires 27 Dec, 20	017 05:04 AM UTC

Check if the Certificate is still valid.



The following are possible status:

- Active Certificate is valid
- Inactive Request Access
- Pending Application Administration Approval
- Pending Download
- Certificate Expired



Status: Inactive



Exostar LLC Federated Identity S	ervice (FIS)	1 Request Access
	Line La Destruct Asso	
Press on	IINK Request Acces	<sup>25</sup> .
Home My Account		
Request Access 2		
FIS Certificate Information	1	
Please complete and submit	the following information regarding	this application group. Fields marked with asterisks(*) are required.
Federated Identity Service (FIS) Sponsor Code(s):		This is an optional field. If available, enter comma-separated sponsor code(s). For help on Sponsor Code view more information.
* Partner/Application:	Rolls-Royce GSP	<ul> <li>Select the partner or application for which you are requesting FIS certificates</li> </ul>
* Certificate Assurance Level:	Basic 🗸	Not sure of what to choose for any of these fields? - <u>View more information on Certificate Assurance Lev</u> Type and Usage.
* Certificate Usage:	Identity V	
* Certificate Type:	Software 🗸	
* Certificate Validity Period:	1 Year 🗸	
* Request Reason:	Access Application	
User Information		
Verify your user information	with special attention to the email a	iddress. If you need to change your email address, you must change it before submitting your certificate request.
*First Name: John		*Street Address 1: Street 1
Middle Name:		Street Address 2:
*Last Name: Doe		*City: Gotham City
Email: seba	stian.roesch@rolls-royce.com Cha	ange Email *State: OH
*Phone: 555-	123	*Zip/Postal Code: 12354
-		





Status: Pending Application Administration Approval

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# **Root Cause 2 – Validity of FIS Certificate 3/5**



3 Press on link <u>View Administrator(s)</u> to retrieve the list of Administrator(s). Contact one of them to approve.

Once an Administrator has been contacted, the **Administrator** will carry out the following steps to approve the request:

Authorize User       Authorize Application       Authorize FIS         Filter Requests By:       All <ul> <li>Search For:</li> <li>Using</li> <li>Select Field to Filter</li> <li>Search</li> <li>Clear</li> </ul> Need additional help? - Refer Request Management Guide for Administrators.         Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.         Action:       Approve Selected Requests       Apply       You can approve/deny a maximum of 30 requests at a time         Select       Request Id <ul> <li>Last Name</li> <li>First Name</li> <li>User ID</li> <li>Email</li> <li>Existing</li> <li>Request</li> </ul> Versers       John       doej_2648       sebastian.roesch@rolls- royce.com       N/A       basic         Versers       and select 'Approve Selectedare       Home       My Account       Administration       Regestrate         4       Press `and select 'Approve Selectedare       Teme       My Account       Administration       Regestrate         4       Press' as Action.       Teme       My Account       Administration       Regestrate	Iome My Account	Administration	n Provider A	Administration	Regis	tration Reque	sts Repo	orts
Authorize User       Authorize Application       Authorize FIS         Filter Requests By:       All <ul> <li>Search For:</li> <li>Using</li> <li>Select Field to Filter</li> <li>Search</li> <li>Clear</li> <li>Need additional help? - Refer Request Management Guide for Administrators.</li> <li>Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.</li> <li>Action:</li> <li>Approve Selected Requests</li> <li>Apply</li> <li>You can approve/deny a maximum of 30 requests at a time</li> <li> <ul> <li>User SP_Subscription</li> <li>Doe</li> <li>John</li> <li>doej_2648</li> <li>sebastian.roesch@rolls- royce.com</li> <li>N/A</li> <li>basic</li> </ul>            4         Press         And select 'Approve Selected requests. Continue?           4         Press' and select 'Approve Selected'         Approve Confirmation           Requests' as Action.         Taking this action will automatically approve all selected requests. Continue?</li></ul>								
Filter Requests By: All   Search For: Using Select Field to Filter   Need additional help? - Refer Request Management Guide for Administrators.   Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.   Action: Approve Selected Requests   Action: Last Name +   First Name + User ID +   Email + Existing +   Request John   doei_2648 sebastian.roesch@rolls-   N/A basic   Home: My Account: Administration: Provider Administration: Reguests' as Action. No	Authorize User Authoriz	e Application Auth	norize FIS					
Search For:       Using Select Field to Filter ▼ Search Clear         Need additional help? - Refer Request Management Guide for Administrators.         Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.         Action:       Approve Selected Requests ▼ Apply         You can approve/deny a maximum of 30 requests at a time         Select       Request Id +         Last Name +       First Name +         User ID +       Email +         Existing +       Request         Vers Sp Subscription FIS1498142383487       Doe         John       doej_2648       sebastian.roesch@rolls- royce com         More My Account       Administration       Provider Administration         Requests' as Action.       Taking this action will automatically approve all selected requests. Continue?	iter Requests By: All	$\checkmark$						
Vector rote:       Outry	earch For	Lising Select Fi	ield to Filter 🗸 Se	arch Clear				
Need additional help? - Refer Request Management Guide for Administrators.         Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.         Action:       Approve Selected Requests → Apply       You can approve/deny a maximum of 30 requests at a time         Select       Request Id +       Last Name +       First Name +       User ID +       Email +       Existing +       Request         Select       Request Id +       Last Name +       First Name +       User ID +       Email +       Existing +       Request         Select       Request Id +       Last Name +       John       doej_2648       sebastian.roesch@rolls-       N/A       basic         Select       Press → and select 'Approve Selected'       Home       My Account       Administration       Provider Administration       Reguestration         Approve Confirmation       Request' as Action.       Taking this action will automatically approve all selected requests. Continue?       Text       Te				orear				
Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.         Action:       Approve Selected Requests ▲ Apply       You can approve/deny a maximum of 30 requests at a time         Select       Request Id ◆       Last Name ◆       First Name ◆       User ID ◆       Email ◆       Existing ◆       Request         Select       Request Id ◆       Last Name ◆       First Name ◆       User ID ◆       Email ◆       Existing ◆       Request         Select       Request Id ◆       Last Name ◆       John       doej_2648       sebastian.roesch@rolls- royce com       N/A       basic         More       My Account       Administration       Provider Administration       Reguestration         Approve Confirmation Requests' as Action.       Approve Selected       Approve all selected requests. Continue?       Taking this action will automatically approve all selected requests. Continue?	eed additional help? - Refer	Request Managemen	t Guide for Adminis	trators.				
Action:       Approve Selected Requests       Apply       You can approve/deny a maximum of 30 requests at a time         Select       Request Id +       Last Name +       First Name +       User ID +       Email +       Existing +       Request         Image: Select Select Id +       Last Name +       First Name +       User ID +       Email +       Existing +       Request         Image: Select Select Id +       Last Name +       John       doej_2648       sebastian.roesch@rolls- royce.com       N/A       basic         Image: Select Select Select Select Id +       Home My Account Administration Provider Administration Registration       Reguests' confirmation       Reguests' confirmation       Reguests' confirmation         Taking this action will automatically approve all selected requests. Continue?       Yes       No	equest still pending? The sy	stem may still be proc	essing. Click the su	b-tab to refresh th	ne screen a	nd update the s	tatus.	
4       Last Name ↓       First Name ↓       User ID ↓       Email ↓       Existing ↓       Request         Select       Vser SP Subscription FIS1498142383487       Doe       John       doej_2648       sebastian.roesch@rolls- royce.com       N/A       basic         Image: Press vand select 'Approve Selected Requests' as Action.       Home My Account Administration Provider Administration Registration Taking this action will automatically approve all selected requests. Continue?       N/A       basic								
Select       Request Id +       Last Name +       First Name +       User ID +       Email +       Existing +       Request         Image: Select Se	ction: Approve Selected Rel	quests 🗸 Apply You	can approve/deny	a maximum of 30	requests a	t a time		
Image: SP Subscription FIS1498142383487       Doe       John       doej_2648       sebastian.roesch@rolls-royce.com       N/A       basic         Image: SP Subscription FIS1498142383487       Doe       John       doej_2648       sebastian.roesch@rolls-royce.com       N/A       basic         Image: SP Subscription FIS1498142383487       Doe       John       doej_2648       sebastian.roesch@rolls-royce.com       N/A       basic         Image: SP Subscription FIS1498142383487       Home       My Account       Administration       Provider Administration       Registratic         Image: SP Subscription FIS1498142383487       Select 'Approve Selected Reguests' as Action.       My Account       Administration       Provider Administration       Registratic	ction: Approve Selected Re	4 Apply You	can approve/deny	a maximum of 30	requests a	t a time		
4 Press and select 'Approve Selected Requests' as Action.	ction: Approve Selected Re	4 Last Name +	First Name +	a maximum of 30 User ID \$	Email	t a time ♦	Existing 4	Requested
Press and select 'Approve Selected Requests' as Action.	Ctton:         Approve Selected Re           tct         Request Id +           User SP Subscription FIS1498142383487	Apply You A Last Name + Doe	First Name +	a maximum of 30 User ID  + doej_2648	Email sebastian. royce.com	¢ roesch@rolls-	Existing 4	Requested     basic
Requests' as Action.	Ctton:         Approve Selected Re           ct         Request Id +           User SP Subscription FIS1498142383487	Apply You A Last Name + Doe	can approve/deny : First Name + John	a maximum of 30 User ID ¢ doej_2648 Home	Email Sebastian. royce.com My Account	t a time t a time t a time topological definition	Existing 4 N/A Provider Administrat	Requested     basic
Requests' as Action.	ction: Approve Selected Re	Apply You Last Name + Doe	First Name + John	a maximum of 30 User ID ¢ doej_2648 Home Approve Co	Email Sebastian. royce.com My Account	ta time     troesch@rolls-     Administration	Existing 4 N/A Provider Administrat	Requested     basic
	Approve Selected Re         Request Id       •         User SP Subscription FIS1498142383487       •         Press and s       •	Apply You Last Name + Doe Doe Select 'Appr	First Name + John	a maximum of 30 User ID + doej_2648 Home Approve Co Taking this ac	Email Email sebastian. royce.com My Account nfirmation ction will automatic	ta time      roesch@rolls-      Administration  ally approve all selected	Existing 4 N/A Provider Administrat	Requested     basic     Registration Regi
	<ul> <li>Ction: Approve Selected Re</li> <li>User SP Subscription FIS1498142383487</li> <li>Press and s Requests' as</li> </ul>	Last Name + Doe Select 'Appr Action.	First Name + John OVE Select	a maximum of 30 User ID ¢ doej_2648 Home Approve Co Taking this ac	Email Email sebastian. royce.com My Account nfirmation	ta time      roesch@rolls-      Administration  ally approve all selected	Existing 4 N/A Provider Administrat requests. Continue?	Requested     basic tion Registration Registration Yes No
5 Select the user and then press Apply and Yes	tton: Approve Selected Re User SP Subscription FIS1498142383487 Press ✓ and s Requests' as	Apply You Last Name + Doe Select 'Appr Action.	First Name + John OVE Select	a maximum of 30 User ID + doej_2648 Home Approve Co Taking this ac	Email Email sebastian. royce.com My Account nfirmation	tatime     toresch@rolls-     Administration ally approve all selected	Existing a N/A Provider Administrat requests. Continue?	Requested     basic tion Registration Registration Yes No



Status: Pending Download



# **Root Cause 2 – Validity of FIS Certificate 4/5**

Exostar LLC Federated Identity Service (FIS)

REMEMBER

The status of the certificate will change to Pending Download once the admin has approved. At the same time an email will be sent from Exostar to the user with the passcode to download the FIS Certification.

6 Pending Download

A Basic Software Identity-Passcode expires 22 Jul, 2017 10:47 AM EDT

#### 6 Press on link Pending Download .

Download Certificates	View Certificates	Recover Encryption Keys	Revoke Certificates	Renew Certificates
Download Certificates				
Important Note: You have 1	5 attempts to enter your	passcode correctly:		far san sfire will san b
<ul> <li>Failure to enter your</li> </ul>	r passcode correctly alter	r to allempts may require you to re	eproor and additional charges	s for reprooning will apply
			ode:	
		Passu	Jue.	
		Passu	bmit Recat	
elpful Tips:		8 Sul	bmit Reset	
lelpful Tips: • Make sure your syste	em meets the <u>requirem</u>	ents for downloading certificates	bmit Reset	
lelpful Tips: • Make sure your syste • Enter your entire 16 • If you are installing your second s	em meets the <u>requirem</u> digit Passcode including	ents for downloading certificates g hyphens (-). Avoid extra space en you MUST run the system c	bmit Reset	europh room on vour token to download additional certificate
lelpful Tips: • Make sure your syste • Enter your entire 16 • If you are installing y • Need additional help	em meets the <u>requirem</u> digit Passcode includin our certificates on a tok ? Refer <u>Online Help for</u>	8 Sul ents for downloading certificates g hyphens (-). Avoid extra space ken, you MUST run the system of FIS.	bmit Reset <u>5.</u> 25. <u>check</u> to ensure there is er	eugh room on your token to download additional certificate
lelpful Tips: • Make sure your syste • Enter your entire 16 e • If you are installing y • Need additional help • See an error on this j	em meets the <u>requirem</u> digit Passcode includin our certificates on a tok ? Refer <u>Online Help for</u> page? <u>Find out more.</u>	ents for downloading certificates g hyphens (-). Avoid extra space cen, you MUST <u>run the system of</u> FIS.	bmit Reset 5. es. check to ensure there is er	eugh room on your token to download additional certificate

Copy the **Passcode** from the e-mail and paste it into the Passcode field.

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Press Submit



Status: Certificate Expired







In case of issues please refer to Exostar's FIS site.







**GSP Log In** Are you logged in to the Global Supplier Portal (GSP)?

Validity of FIS Certificate Is your FIS certificate still valid in Exostar?

Installation of FIS Certificate Is your FIS certificate installed on your computer?

Advanced Login Option Do you use the advance login options?





Is your FIS certificate installed on your computer?





## **Root Cause 3 – Installation of FIS Certificate 1/3**

Press **Tools** and then

press Internet options .

Edit View Favorites	Tools Help	
🛛 Home 🧃 Suggested S	Delete browsing history	Ctrl+Shift+Del
	InPrivate Browsing	Ctrl+Shift+P
	ActiveX Filtering	
EXOS	Fix connection problems	
	Reopen last browsing session	
	Add site to Start menu	
	View downloads	Ctrl+J
	Pop-up Blocker	• •
Home My A	SmartScreen Filter	• •
	Manage add-ons	
My Applications	Compatibility View settings	
Company-Applic	Subscribe to this feed	
	Feed discovery	
Exostar LLC	Performance dashboard	Ctrl+Shift+U
rederated id	F12 Developer Tools	
Rolls-Royce	OneNote Linked Notes	
Rolls-Royce	Lync Click to Call	
D-II- D	Send to OneNote	
кошс-коусе	Report website problems	
D-11- D	Internet ontions	
Rolls-Royce	and the options	



Is your FIS certificate installed on your computer?

General Sec Certificates	urity Privacy Content	Advanced			
	ar <u>S</u> SL state <u>C</u> erti	2 ficates Publis	hers		
	Certificates	-	-		X
Feeds and	Intended purpose: <a other="" people<="" personal="" th=""><th>∥&gt; Intermediate Certification Au</th><th>uthorities Tru</th><th>sted Root Certification</th><th>4</th></a>	∥> Intermediate Certification Au	uthorities Tru	sted Root Certification	4
	3 ed To	Issued By	Expiratio	Friendly Name	*
	John Doe 2648(BL.	. Exostar UAT FIS Signi	6/22/2018	John Doe	
	Sebastian Roesch (. Sebastian Roesch T. Sebastian Roesch Sebastian Roesch	Rolls-Royce-EMEASub1     Exostar Federated Id     Exostar Federated Id     Exostar VAT FIS Signi	8/3/2018 3/23/2018 12/27/2017 1/6/2018	<none> Sebastian Roesc Sebastian Roesch Sebastian Roesch</none>	=
	sebastian.roesch@.	Communications Server     Communications Server     Events: UAT ETS Cigni	12/21/2016 10/10/2017 2/12/2018	<none> <none> Testuser20</none></none>	
	Test user31_9383(	. Exostar UAT FIS Signi	2/6/2014	Test user 31	-
Som	Import Export.	<u>R</u> emove		<u>A</u> dvan	nced
	Client Authentication, 1.3	.6.1.5.2.3.4		View	
	Learn more about certificat	<u>es</u>		Clos	se

Root Cause 3 – Installation of FIS Certificate 2/3

Select Content Tab and then press <u>Certificates</u>.
Check Validity of certificate and then press <u>Cose</u>.

If FIS certificate is not installed, please follow slide 19.





Is your FIS certificate installed on your computer?

# **Root Cause 3 – Installation of FIS Certificate 3/3**

						-
Home My Account 4						
Edit Profile   View Organization Details	Change Password   Change Secu	rity Questions Man	hage Certificates	Manage OTP	Connect Acco	unts
View Certificates Recover Encrypt	ion Keys Revoke Certificates	Renew Certificates	Reapply			
Cartificates						
Certificates						
You should revoke your digital certificat • Loss of your private key (For examp • Compromise or theft of your private • Fraud	es immediately if you suspect that any le, you lost your laptop containing your ce key	of these conditions ha rtificates)	as occurred:			
All your FIS certificates will be revoked v	vhen you click on "Revoke" below					
Certificate Template	Subject DN		Validity Period	Valid From	Valid To	
ExostarFISBasicSoftwareIdentityCertificateV3	CN=John Doe_2648(Bldentity), OU=GSP Te DC=securepass, DC=exostartest, DC=com	est, O=Rolls-Royce,	1 Year	22 Jun, 2017 10:39 AM EDT	22 Jun, 2018 10:39 AM EDT	1f
	5 *Revocation Reason:	Certificate Compromise	ed		•	
	Comments					
	(Maximum 300 characters):					
	ſ	Pavaka				
		Revoke				_

4 Select My Account Tab and then press Manage Certificates and Revoke Certificates



Press v and select 'Certificate Compromised' as Revocation Reason and the press Revoke.





**GSP Log In** Are you logged in to the Global Supplier Portal (GSP)?

Validity of FIS Certificate Is your FIS certificate still valid in Exostar?



Installation of FIS Certificate Is your FIS certificate installed on your computer?

### **Advanced Login Option**

Do you use the advance login options?





Do you use the advance login options?



## **Root Cause 4 – Advanced Login Option 1/3**

Edit View Favorite	s Too	ls Help	
🛾 Home 🧧 Suggeste	d S	Delete browsing history	Ctrl+Shift+Del
		InPrivate Browsing	Ctrl + Shift + P
		ActiveX Filtering	
EXO	5	Fix connection problems	
		Reopen last browsing session	
		Add site to Start menu	
		View downloads	Ctrl +J
		Pop-up Blocker	+
Home M	y A	SmartScreen Filter	+
		Manage add-ons	
My Applications	5	Compatibility View settings	
Company-App	olic	Subscribe to this feed	
		Feed discovery	۱.
Exostar LL	C	Performance dashboard	Ctrl+Shift+U
rederated	IG	F12 Developer Tools	
Rolls-Royc	e	OneNote Linked Notes	
Rolls-Roy	ce	Lync Click to Call	
Rolls-Roy	ce	Send to OneNote	
		Report website problems	
Rolls-Roy	ce	Internet options	

If the **"Select Certificate" screen** is not showing, then carry out the following steps to clear browser history:

1 Press Tools and then press Internet options .



## **Root Cause 4 – Advanced Login Option 2/3**

#### **System Flow**

Do you use the advance login options?



2 Press Delete... and then press OK 3 Select **Temporary Internet Files and** website files, Cookies and website data and **History** and then press Delete

x

3





## **Root Cause 4 – Advanced Login Option 3/3**

Press Clear SSL state

5 Go to <u>Exostar</u> (do not

**Advanced Login** 

use Windows Explorer

Favourites) and then

choose MAG Login >

4

#### **System Flow**

Do you use the advance login options?









**GSP Log In** Are you logged in to the Global Supplier Portal (GSP)?

#### Validity of FIS Certificate Is your FIS certificate still valid in Exostar?



Installation of FIS Certificate Is your FIS certificate installed on your computer?

#### Advanced Login Option Do you use the advance login options?





03

# Support

Please find Exostar/ GSP/ SAP Sourcing guidance documents <u>here</u>. (Supplier Documents  $\rightarrow$  Supplier Training  $\rightarrow$  eSourcing guidance)

Please contact the Exostar support <a href="http://www.myexostar.com/Online-Support/">http://www.myexostar.com/Online-Support/</a> in the following cases:

- Exostar login issues
- Exostar registration issues
- FIS certificate issues
- Link to SAP Sourcing missing (Exostar to resolve certificate issues)

Please contact the Rolls-Royce support RR helpdesk (Supplier Documents  $\rightarrow$  Help) in the following cases:

- SAP Sourcing issues
- SAP Sourcing login issues





04

# **Change History**

lssue	Change	Date	Name
1	Initial Issue	15th Oct 2019	Kristin Höhne

